

Flexnet Australia joins forces with SJS Solutions to deliver contact centre upgrade at Glen Eira City Council.

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Glen Eira City Council located in the south-eastern suburbs of Melbourne, Australia provide public services to many of Melbourne's leafy inner suburbs.

The front line of the councils community engagement is their Customer Service Centre located in Caulfield which came under review during a recent PBX tender process. After several months of negotiation, ShoreTel partner Flexnet who proposed the ShoreTel Unified Communications solution to the council with the Enterprise Contact Centre application offered for the Service Centre were chosen to deliver the extensive technology upgrade.

Some of the guiding values Flexnet were required to work towards were strong community focus, responsiveness and inclusiveness.

A spokesperson for the council said: "We work to develop a tolerant and caring community, where everyone can feel they belong and participate in the decision-making that leads to achieving the best possible health, safety and lifestyle options within the City"

As part of the tender process it soon became clear that a high quality and flexible wallboard solution would enhance the operation and effectiveness of the Service Centre by replacing unsupported, 15 year old scrolling text displays. It was at this point that Greg Williams of Flexnet referred to the ShoreTel Developer Network Community and found digital display experts and long term ShoreTel Technology partners SJS Solutions.

The Council had a specific requirement to display wrap code data, information that is important to their agents and supervisors and it was SJS Solutions in-depth knowledge of ShoreTel's ECC data feeds that enabled SJS to provide Flexnet with the ability to give the council exactly what they wanted.

"I know the ShoreTel ECC provides a great deal of information from the agent and group data feeds used by SJS but was not sure if we could give Glen Eire the level of detail they required for Wrap Codes. After a conversation with SJS they quickly started investigations and soon confirmed that with some minor development work they would be able to tweak their data connector to provide wrap code data. It is always nice to go back to a client with a positive answer especially in the middle of negotiations and I am grateful SJS were able to help. This development was crucial in meeting the tender requirements and resulted in a major tender win for Flexnet" Said Greg Williams of Flexnet.

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